



**State of Utah  
Violence in the Workplace  
Prevention, Response and Intervention Strategies Training  
Incident Guide**

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Employee Name: \_\_\_\_\_

Agency: \_\_\_\_\_ Phone: \_\_\_\_\_

**Emergency Phone Numbers**

Fire, Police, Ambulance	(9) 911 or 911
Security	_____
Risk Management	_____
Crisis Management Team	_____
Trauma Team	_____
DFCM	_____

**Crisis Management Team Contacts:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Trauma Team Contacts:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Damage Recovery Contacts:**

Accounting: \_\_\_\_\_  
Building: \_\_\_\_\_  
Computers: \_\_\_\_\_  
Human Resources: \_\_\_\_\_  
Relocation: \_\_\_\_\_

Poison Control: \_\_\_\_\_

State Emergency Management: \_\_\_\_\_

**Other Numbers:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **GENERAL GUIDELINES**

How you respond to an emergency can mean the difference between life and death for yourself or someone else. Follow these guidelines:

1. Stay Calm.
2. Your safety is the first priority.
3. Assess the situation.
4. Summon the appropriate response team(s).
5. Document everything you can.

## **SUSPICIOUS PACKAGE**

### **Common characteristics of possible letter and parcel bombs:**

- Foreign mail, air mail, and “special delivery”
- Restrictive markings
- Excessive weight
- Handwritten or poorly typed envelope
- Titles that are incorrect
- A title but no name
- Misspellings of common verbs
- Oily stains or discolorations
- Rigid envelope
- Lopsided or uneven envelope
- Wires or foil protruding from package or envelope
- Excessive masking tape, string, or other wrappings

### **Discovery of Suspicious Package or Letter**

1. Do not allow anyone to touch or jar it.
2. Dial (9) 911 or 911 and notify security.
3. Notify your department safety personnel or your immediate supervisor immediately.
4. Follow instructions from safety personnel, security, or emergency responders.
5. If applicable, notify other departments on floors above and below.

## **RESPONDING TO A FIRE**

### **Preparation:**

1. You should know the layout of your building.
2. Know where all of the exits are - especially the exit nearest your work area.
3. You should know the locations of the fire extinguishers, alarm boxes, stairwells, and your assigned meeting area outside the building (this is important to assist in accounting for all staff in the event of fire).
4. Know how to properly use fire extinguishers, wet standpipes, hose nozzles, and other equipment used for small fire suppression.
5. If your area is equipped with a halon system for electronic fires, ask about the time of release, and precautions you must take to exit the building in time.

### **In case of fire:**

1. Activate the alarm (if not already activated)
2. Dial (9) 911 or 911. Give your name, location, and address.
3. ALL PERSONNEL MUST LEAVE THE BUILDING.
4. DO NOT USE ELEVATORS.
5. Do not stop to gather personal belongings. Proceed cautiously. Feel doors for warmth before opening. If the door is hot, DO NOT open it — there is likely a fire on the other side.
6. If caught in smoke, take short breaths. Breathe through your nose. Crawl on hands and knees, or walk in a crouched position to exit. DO NOT crawl on stomach. Toxic vapors settle six inches above the floor.

**Re-enter the building only when authorized to do so. Report any damage to your supervisor or emergency recovery contact.**

## **EARTHQUAKE**

Remember that many state agencies are located within a major earthquake zone.

### **Preparation:**

1. Study your agency's evacuation plan.
2. Practice your primary and secondary evacuation routes.
3. Plan your family's response to an earthquake. Develop an emergency kit. In most major disasters, outside help is not likely to be available for at least 72 hours. During this time, search and rescue efforts will begin, but your family may be on its own for 3 or more days before help arrives. Plan for it.
4. If possible, place your desk away from bookcases, wall hangings, or cabinets that may fall on you as the ground is shaking.
5. Be aware that everything around you will move. The ground may rise and fall as if on waves.
6. Prepare to be knocked off of your feet. You will hear loud rumbling noises, people screaming, and the sound of falling objects.
7. The initial tremor of most earthquakes generally lasts less than a minute. Count on the possibility of after shocks. These may occur within seconds, minutes, or even days and weeks following the initial quake.

### **What to do:**

1. Remain calm. Your self-control will help others stay calm.
2. Protect yourself from falling debris by crouching under a desk or table, face down, covering your neck. Hold onto the desk or table leg. It will probably move with the quake.
3. Avoid things that will fall on you. Such things are: bookcases, cabinets, refrigerators, wall decorations, lights, windows, walls, etc.
4. If you are outside, stay in an open area away from power lines, building facades, billboards, brick walls, trees, or other tall objects.
5. Move seriously injured persons only if in immediate danger of further injury by falling debris or walls. Your own safety is top priority.
6. Do not use a lighter or match in the building, as gas lines may have ruptured.
7. Use a phone only to contact emergency personnel. Leave the lines free for emergency use.
8. After the quake, evacuate carefully. Follow your agency evacuation procedures.

## **RESPONDING TO A PERSONAL THREAT ON THE TELEPHONE**

When it is evident that this is a threatening call, let them finish their message without interruption! Write the message down exactly as the caller delivers it. Listen for background noises that can help investigators identify the caller.

Time of call: \_\_\_\_\_

Date: \_\_\_\_\_

Caller: Male \_\_\_\_\_ Female \_\_\_\_\_ Young \_\_\_\_\_ Old \_\_\_\_\_

Exact words of the caller: \_\_\_\_\_

\_\_\_\_\_

Who is the target of the threat? \_\_\_\_\_

Why is the target being threatened? \_\_\_\_\_

\_\_\_\_\_

Have similar calls been made previously? \_\_\_\_\_

Time call ended: \_\_\_\_\_

### **Caller:**

#### **Voice Characteristics**

☐ Loud  
☐ Soft  
☐ Deep  
☐ High

☐ Raspy  
☐ Pleasant  
☐ Nasal  
☐ Intoxicated

#### **Speed**

☐ Fast ☐ Stutter  
☐ Slow ☐ Distinct  
☐ Lisp ☐ Distorted  
☐ Slurred

#### **Language**

☐ Poor ☐ Obscene  
☐ Fair ☐ Profane  
☐ Good ☐ Abusive

#### **Accent**

☐ Loud  
☐ Foreign  
☐ Racial  
☐ Present but  
not known

#### **Manner**

☐ Calm ☐ Angry  
☐ Rational ☐ Irrational  
☐ Coherent ☐ Incoherent  
☐ Deliberate ☐ Emotional  
☐ Laughing ☐ Serious

#### **Background Noise**

☐ Office Machines ☐ Trains  
☐ Factory Machines ☐ Voices  
☐ Planes ☐ Music  
☐ Animals ☐ Quiet  
☐ Party noise ☐ Traffic

**Contact your supervisor or emergency coordinator immediately.  
Take all threats seriously!**

## CONFLICT RESOLUTION

The following guidelines will help you calm a potentially violent person. If the person becomes violent, follow the procedures taught in your workplace violence course.

1. Don't take the remarks personally.
2. Focus on the situation. Be helpful and attentive.
3. Let the hostile person vent his/her feelings.
4. Listen actively. Acknowledge what they have said.
5. Maintain eye contact.
6. Use his/her name. Be polite and professional.
7. Take notes. Write down the details they give you so they can see that you are interested in helping them.
8. Ask questions. Clarify what you don't understand.
9. Repeat the detail back to them. This helps to demonstrate that you understand the important points.
10. Apologize sincerely for their inconvenience.
11. Take responsibility to solve the problem. If you don't know the answer, say you don't know. Then, tell them you will find out.
12. Don't make promises you can't keep.

## RESPONDING TO A VIOLENT ACT

1. Do not move or make any sudden gestures which may alarm or attract the perpetrator's attention.
2. If you can do so without attracting attention, leave the area immediately and summon help. Otherwise, if you must stay, try to seek cover under a table or desk, or just lie on the floor where you are.
3. **If moving will attract attention, stay where you are, and do not move until otherwise directed.**

## **HOSTAGE TAKING**

*Warning: Being taken hostage can be life-threatening. Do not talk. THINK.*

### **Education:**

1. Study recent cases of hostage incidents.
2. Always leave a message with your co-workers or your immediate family if you are out of the office for a long time.

### **What to do:**

1. Remain calm.
2. Do not talk to hostage takers or accompany them, except by force or threat of force. Cooperate fully with emergency personnel.
3. Observe the features and attitudes of the hostage takers.

### **If you are aware of a hostage situation in the building:**

1. Dial (9) 911 or 911.
2. Contact your department crisis management team.
3. Notify those in the immediate area of the danger.
4. Quickly and quietly evacuate the area.

Do not re-enter the building until told to do so by emergency personnel. Report any damage to your crisis team contact and to your supervisor. Document all that you can remember about the incident.

## **Bomb Threat Call Checklist**

When you receive a bomb threat, be calm and courteous. *Do Not Put the Caller on Hold. Do Not Attempt to Transfer the Call. Listen to What Is Said!* As the caller talks, record as much information as possible without becoming distracted from what the caller is saying. When the caller seems to be finished with his/her statement, attempt to obtain further information.

### **Fill in the following blanks as quickly as possible:**

Time of call \_\_\_\_\_ Male \_\_\_\_\_ Female \_\_\_\_\_ Young \_\_\_\_\_ Old \_\_\_\_\_

Where is the bomb? \_\_\_\_\_ What room? \_\_\_\_\_

When will it go off? \_\_\_\_\_ How much time is left? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What does it look like? \_\_\_\_\_

What will cause it to explode? \_\_\_\_\_

***If the building is occupied, inform the caller the explosion will cause death and injury!***

Why is the building being bombed? \_\_\_\_\_

Why are you calling? \_\_\_\_\_

What is your name? \_\_\_\_\_

### **Miscellaneous Information:**

#### **Voice Characteristics**

\_\_Loud

\_\_Raspy

\_\_Fast

\_\_Stutter

\_\_Poor

\_\_Obscene

\_\_Soft

\_\_Pleasant

\_\_Slow

\_\_Distinct

\_\_Fair

\_\_Profane

\_\_Deep

\_\_Nasal

\_\_Lisp

\_\_Distorted

\_\_Good

\_\_Abusive

\_\_High

\_\_Intoxicated

\_\_Slurred

#### **Speed**

#### **Language**

#### **Accent**

\_\_Loud

\_\_Foreign

\_\_Racial

\_\_Present but

not known

#### **Manner**

\_\_Calm

\_\_Rational

\_\_Coherent

\_\_Deliberate

\_\_Laughing

\_\_Angry

\_\_Irrational

\_\_Incoherent

\_\_Emotional

\_\_Serious

#### **Background Noise**

\_\_Office Machines

\_\_Factory Machines

\_\_Planes

\_\_Animals

\_\_Party noise

\_\_Trains

\_\_Voices

\_\_Music

\_\_Quiet

\_\_Traffic

Remarks \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### **Contacts made:**

Your coordinator: \_\_\_\_\_

Security/Law Enforcement: \_\_\_\_\_

Talk to no one other than instructed by your coordinator

Your Name: \_\_\_\_\_ Department \_\_\_\_\_

Time: \_\_\_\_\_ Office/Room \_\_\_\_\_ Phone # \_\_\_\_\_